

NORTH CAROLINA EDUCATION LOTTERY COMMISSION

Dr. Charles A. Sanders
Commission Chairman

Tom Shaheen
Executive Director

The following positions are available at the North Carolina Education Lottery. All candidates must complete a State Government Application (PD107) which can be accessed at www.osp.state.nc.us/jobs/gnrinfo.htm#app. Completed applications are to be mailed to:

Employment Opportunities
North Carolina Education Lottery
56886 Mail Service Center
Raleigh, NC 27699-6886

The North Carolina Education Lottery ("NCEL") is an at-will, Equal Opportunity Employer.

New Postings:

Receptionist (1 position – Corporate): The purpose of this position is to greet visitors and answer telephone calls in a friendly, personable manner to create a positive first impression for the North Carolina Education Lottery; to log in mail as it is received; to coordinate guest activities following Security procedures; and to assist any department(s) with large projects when assistance can be rendered at the front desk. High school or GED required. Incumbent must have a minimum of one year previous receptionist, customer service or telemarketing experience; be extremely customer-service oriented, be computer literate, have excellent verbal communication skills; be a team player; well organized; and, must be able to work an alternate work schedule. Job Band 6 (\$22,000 - \$42,000), depending on knowledge, experience, skills and, salary history.

Advertising and Contract Coordinator (1 position – Corporate): The purpose of this position is to provide for the internal management of the North Carolina Education Lottery's media buys, and monitor advertising deadlines and contract compliance. Duties include, but are not limited to: preparing spreadsheets, reconciling records, managing timetables and performing other tasks as assigned by the Director of Marketing. Three to five years of advertising experience required; or an equivalent combination of education, training, and experience. Job Band 4 (\$39,000 - \$59,000), depending on knowledge, experience, skills and, salary history.

Retailer Services Coordinator (1 position – Corporate Office): The purpose of this position is to provide courteous and responsive answers to retailer questions and concerns regarding the NCEL's products and games. This position is responsible for coordinating the retailer services representative team, preparing responses to retailer questions, developing a complaint log, sending correspondence to retailers, respond to requests for written information and operate telecommunications equipment to respond to callers, communicate with supervisors regarding retailer suggestions and/or complaints. Team Leader with supervisory experience preferred with 4 – 5 years customer service experience required, excellent verbal skills and written skills. Job Band 4 (\$39,000 - \$59,000), depending on knowledge, experience, skills and salary history.

Retailer Services Representative – (2 positions – Corporate Office): The purpose of this position is to provide courteous and responsive answers to retailer questions and concerns regarding the NC Education Lottery products and games. Responsibilities include preparing responses to retailer questions, developing a complaint log, sending correspondence to retailers, responding to requests for written information and operating telecommunications equipment to respond to callers. Minimum 3 years customer service experience required excellent verbal skills

and written skills. Job Band 6 (\$22,000 - \$42,000), depending on knowledge, experience, skills and salary history.

Bilingual (Spanish) Retailer Services Representative – (1 position – Corporate Office): The purpose of this position is to provide courteous and responsive answers to retailer questions and concerns regarding the NC Education Lottery products and games. Responsibilities include preparing responses to retailer questions, developing a complaint log, sending correspondence to retailers, responding to requests for written information and operating telecommunications equipment to respond to callers. Minimum 3 years customer service experience required excellent verbal skills and written skills and **fluency (verbal and written) in Spanish is required.** Job Band 6 (\$22,000 - \$42,000), depending on knowledge, experience, skills and salary history.

PREVIOUSLY POSTED – POSITIONS REMAINING OPEN:

Purchasing Administrator (1 position – Corporate Office). This purpose of this position is to plan and direct procurement services for the operation of the North Carolina Education Lottery. Responsibilities include purchasing and contracts, determining appropriate acquisition procedure (order, State contract, quote, and bid) based on nature of requisitioned items(s) and dollar amounts as authorized. Will prepare purchase orders and coordinate purchasing agreements. Must have the ability to apply and interpret established rules and regulations, maintain records of complexity and to prepare reports on tabulations from these records. Manages and provides direct supervision of a Purchasing Coordinator. Bachelor's degree in business management preferred with minimum of five years experience in large scale purchasing, warehousing, central office services, or closely related functions, including one year in a supervisory capacity. Experience in a government environment preferred along with one year of NC Accounting System and E Procurement experience. Must possess solid computer skills (Excel spreadsheets, charts and graphs). Job Band 3 (\$50,000 to \$90,000) depending on knowledge, work experience, skills and salary history.

Regional Manager (1 each in the Asheville, Greensboro and Greenville regional offices): The purpose of this job is to direct and manage the day-to-day operations of a regional office for all of the North Carolina Education Lottery products, supervise sales representatives and office staff, and travel to the corporate office to attend meetings, as well as, regular field travel with the sales representatives. Job Band 3 (\$50,000 - \$90,000), depending on knowledge, work experience, skills and, salary history.

Sales Representatives (several positions available in the Charlotte, Greenville, Greensboro, Raleigh and Asheville regions). The purpose of this position is to maximize the sale of lottery tickets by established and prospective retailers. Responsibilities include: recruiting potential retailers and following-up on the application process. Promoting and merchandising lottery products at retailer locations within an assigned geographic area. Ensuring that all NCEL sales standards and requirements are consistently met at the retail level. Establishing and maintaining excellent rapport with retailers. Motivating and educating retailers and players. Assisting in the implementation of promotional activities, including the placement and proper use of signage and promotional materials. Coordinating and monitoring retailer in-store promotions. Participating and assisting in special events and promotions, including site set-up, site breakdown and sales. Delivering and picking up instant tickets as directed by management. Requirements include: maintaining a valid North Carolina Driver's License at all times as well as having a satisfactory motor vehicle record and must be able to work evenings and weekends as requested by management. Bachelor's Degree in Business Administration, Marketing or related field preferred along with two or more years of sales promotion and merchandising experience or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess a valid North Carolina driver's license and a satisfactory motor vehicle record. Job Band 5 (\$32,000 - \$52,000), depending on work experience, skills and, salary history.

Office Manager (1 position in Raleigh and 1 in Wilmington): The purpose of this job is to supervise clerical staff and coordinate office services in a regional sales office including ticket sales and claims, secretarial services, mail, shipping and receiving, equipment maintenance and other related services. May be required to travel (occasionally) to the corporate office and/or attend out-of-home-base meetings. Job Band 6 (\$22,000 - \$42,000), depending on knowledge, experience, skills and, salary history.

Retailer Sales Specialist (1 position – Corporate Office). The purpose of this position is to perform telephone sales, to assist retailers in maintaining proper inventory levels, auditing work, preparing and maintaining records, and performing additional tasks as assigned by the Retailer Sales Manager. High School Diploma (or GED) required, Associate's Degree in Business Administration or Marketing preferred. One to two years of telephone sales, customer service and data entry experience, good organizational skills, solid verbal and written communication skills, experience in operating telecommunications equipment and strong Excel and Word experience. Job Band 5 (\$32,000 - \$52,000), depending on work experience, skills and, salary history.

Claims Representatives (several positions in Raleigh, Charlotte, Asheville, Greensboro, Greenville and Wilmington). The purpose of this job is to provide support in the area of prize payment to players and administrative support to the Claim Center Manager. Duties include, but are not limited to: typing and composing correspondence, compiling information, formulating spreadsheets, maintaining records and performing other tasks as assigned by the supervisor. High School Diploma (or GED) required, (Associate's Degree in Secretarial Science preferred) with three to five years of clerical or administrative experience. Job Band 6 (\$22,000 - \$42,000), depending on knowledge, experience, skills and, salary history.

Software Quality Assurance Analyst (1 position – Corporate Office). The purpose of this position is to develop, publish and implement test plans for proposed software enhancements to the NCEL's gaming system. Will write and maintain test phases with applicable scripts and results. Executes test procedures/cases for software modifications to ensure compliance with change specifications, generation of accurate transactions, works properly in conjunction with other functions and programs, correctness of functionality (as implemented), completeness and quality, reviews and provides feedback on the quality of test developed from the deliverables both for completeness and efficiency, participates in defining testing: methodology, plans, design, case and scripts. Bachelor's degree in Computer Science or relevant discipline preferred. Two to three years of quality assurance testing experience, or any equivalent combination of education, training, and experience which provide the requisite knowledge, skills and abilities for this position. Job Band 4 (\$39,000 - \$59,000), depending on knowledge, experience, skills and, salary history.

Security Specialist (8 positions - Corporate Office). The purpose of this position is to operate the Physical Security System and maintain the safety of employees, equipment and building facilities. Responsibilities include operating subsystem and physical security system, processing badges for personnel, providing escorts and maintaining records. High School diploma or GED, knowledge of access control systems and computer applications preferred; must have working knowledge of Microsoft applications, 1 – 2 years of security/law enforcement required, excellent written and verbal communication skills, good organizational skills and the ability to follow instructions and complete tasks. Job Band 5 (\$32,000 - \$52,000), depending on knowledge, experience, skills and, salary history.

Prize Analyst (2 positions – Corporate Office). The purpose of this position is to process claims and disbursements for the Prize Validation Manager. This is an accounting technician position. Must have general knowledge of accounting principles, specifically accounts payables and bank reconciliations; Associates degree in accounting required with 1 – 2 years experience in accounts payables, cash management or an equivalent combination of training; NCAS experience strongly preferred. Job Band 6 (\$22,000 - \$42,000), depending on knowledge, experience, skills and, salary history.

Financial Accounting Manager (1 position – Corporate Office). The purpose of this position is to direct and manage the general accounting, payroll and financial reporting operations of the NCEL. Responsibilities include preparing monthly financial closings and reporting, overseeing the tax withholding reporting and general ledger system, maintaining related department operating procedures, recommending financial control policies as necessary and preparing year-end audit schedules. CAFR and CPA experience preferred along with a Bachelor's degree in Accounting, Finance or related degree; NCAS experience strongly preferred. Job Band 3 (\$50,000 - \$90,000), depending on knowledge, experience, skills and, salary history.

Web Developer (1 position – Corporate Office). The purpose of this position is to design, develop, administer and maintain the NCEL website through all phases of the development process to include server set-up and maintenance. Must have knowledge of internet technologies and hosting requirements as well as knowledge of database management, illustration software, page layout applications and the creation of web graphics. Bachelor's degree in Graphic Arts or Computer Science preferred; minimum of 5 years experience; proficiency in the following programs highly desired: HTML, SCC, JavaScript, Java, PHP, Cold Fusion, Flash, ASP, .Net. Job Band 4 (\$39,000 - \$59,000), depending on knowledge, experience, skills and, salary history.

Promotions Specialist (2 positions – Corporate Office): The purpose of this job is to promote the North Carolina Education Lottery to retailers and the general public. Duties include, but are not limited to, planning and coordinating special events, retailer rallies, local and statement promotions and performing additional tasks as assigned by the Marketing Manager. Bachelor's degree in Public Relations, Advertising, Marketing or Business. A minimum of one to three years promotions, special events planning or public relations strongly preferred. Valid driver's license with satisfactory motor vehicle record is required. Solid working knowledge of Microsoft Office and experience with Excel and Publisher preferred; statewide travel is required. Job Band 6 (\$22,000 - \$42,000), depending on work experience, skills and salary history.

Administrative Assistant (Corporate positions): The purpose of this position is to provide administrative assistance to a specific incumbent or function; specific duties will depend on the assigned incumbent, department and/or function. Regular duties include creating/typing documents, reports and correspondence, receiving and/or placing telephone calls, maintaining records and files, scheduling appointments, filing, etc. Current vacancies include Administrative Assistant to the Executive Deputy Director of Marketing/Advertising, Executive Deputy Director of Finance & Administration and the Director of Human Resources. Job Band 5 (\$32,000 - \$52,000), depending on responsibilities, work experience, skills and, salary history.